

---

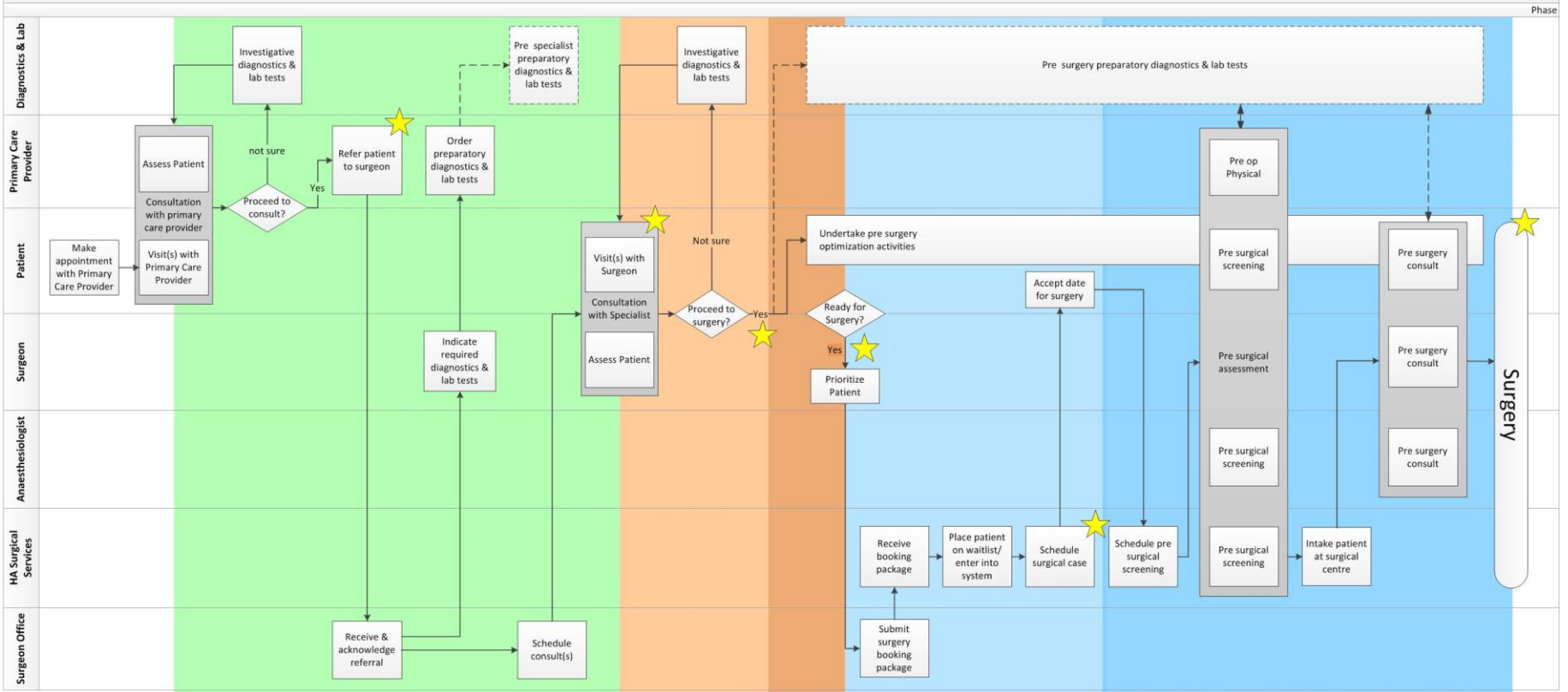
# Finding the Forest Through the Trees: Considering Surgical Improvement in BC

- Vicki Kendall
- Andy Hamilton
- Marilyn Copes

---

# Disclosure

# Surgical Process Map (Future State)



SIGNIFICANT STEPS FROM THE PATIENTS' PERSPECTIVE



BC SURGICAL WAIT TIMES



INFORMATION ITEMS (bolded – info currently available, italic – new)

- Referral**
- Indication re tests and documentation required for the initial consult with the surgeon*
- Requisition for test(s)**
- Test Results**
- Notification of receipt of referral*
- Appointment for Surgeon visit(s)**
- Changes**
- Patient information, education and optimization material*
- Estimated wait times for surgeon (Wait One)*
- Standardized surgery booking package**
- Patient unavailability**
- Notification of patient placed on waitlist*
- Offer(s) of date(s) for surgery**
- Notification of date of surgery**
- Requisition for test(s)**
- Test Results**
- Changes**
- Patient information, education and optimization material*
- Estimated wait times for surgery (Wait Two, cases waiting)**
- Patient unavailability**
- Notification of date for pre surgical screening**
- Notification of date for pre surgical assessment**
- Changes**
- Requisition for test(s)**
- Test Results**
- Patient information, education and optimization material*
- Notification of date surgery performed*
- Notification of patient removed from scheduled surgery waitlist*
- Wait times for surgery (Wait Two, cases completed)**



While lots of data is collected during the patient's journey to surgery, these data points contain date/time stamps and can be used to understand times associated with significant process steps:

- from a (provincial) system management perspective, e.g. time between decision to treat and ready to treat, Wait One, Wait Two
- that are meaningful for patients, e.g. time between being ready for surgery and getting a date for surgery

---

# Provincial Surgical Executive Committee



## Vision

*High quality, patient centered surgical care within a sustainable health system for the residents of British Columbia*

---

# Focus of the Surgical Strategy

1. Improve timely access to appropriate surgical procedures
2. Improve the patient experience of care, provide patient centred choice, reduce unwarranted variation
3. Manage surgical waitlists optimally, consistently and proactively
4. Use patient-centered accurate synchronized information solutions to enhance surgical flow
5. Ensure BC has the right number and types of surgical health care providers to meet its needs
6. Monitor performance
7. Reduce per capita cost for surgical services

---

# Key Messages

- Surgical Strategy is a complete package
- View across the entire patient journey
- Positive difference for patients, physicians, staff
  - Improved wait times
  - Objective and standardized information
  - Streamlined processes
  - Improved experience
- Leadership, commitment, working together